

## Procurement / Operations Team – **Draft Copy**

### Standard Operating Procedures

**Job Title:** Service Writer II

**Job Summary:** This position is responsible for ensuring that the tires, windshields, and repairs over \$500 to State vehicles managed by DFO are repaired and returned to service in a timely and cost-effective manner. The Service Writer is responsible to analyze vehicle problems and then decide where the repair work should be completed (depending on the vehicle and the type of work to be done). This position issues purchase orders to vendors authorizing work to be completed and is also responsible to input repair data into the FleetAnywhere tracking system.

#### Tasks and Responsibilities – Daily (D), Weekly (W), Monthly (M), Yearly (Y), and As Needed (AN)

- **Ensure that tires, windshields, and ARI repairs over \$500 on all vehicles managed by DFO are repaired and returned to service in a timely and cost-effective manner.** The Service Worker is responsible to issue work authorization for tires, windshields, and ARI repairs over \$500. The Service Writer must keep current with changing maintenance requirements, changes in parts and supplies used to increase performance and reduce cost and/or frequency of repairs. The Service Writer is required to get a second bid for work to be done according to the Department of Purchasing policies. In addition a written notice must be submitted to the Procurement / Operations Manager for repairs that exceed \$2000.
- **Maintain accurate electronic maintenance histories for repairs completed on DFO managed vehicles through the FleetAnywhere tracking system.** When the purchase order is given to vendors for a repair the Service Writer must input the relevant repair data into the fleet tracking system according to the DFO standards outlined in the FleetAnywhere manual (All work orders processed must have data where the portions of section 7 in the manual titled “Work Order Center” have red titles). If incorrect data is found in FleetAnywhere the Service Writer should either correct the data or forward the inaccuracies in writing to the responsible person(s) to have the data corrected.

The Service Writer should ensure all invoices have purchase order numbers and are sent to an appropriate Accounting Tech at the State Office Building for processing.

- **Provide Customer Service.** The Service Writer should create a positive experience for customers calling for repair approval. Voice mails should be returned in a timely way and customers should be greeted and handled professionally and courteously on the phone. When a written response is necessary the Service Writer should respond within 8 working hours to the customer and the Agency Manager.
- **Respond to recall notices.** The Service Writer should follow the established recall procedure when notified by the manufacturer.
- **Perform other related tasks as assigned by the Procurement / Operations Manager.** Other tasks and responsibilities may be assigned to the Service Writer and should be carried out in a timely manner and according to the assigned schedule of the Procurement / Operations Manager.

#### Screens and or fields in FleetAnywhere that I am responsible to fill in as I complete the items listed above

- See the attached FleetAnywhere print screens with the fields highlighted in yellow that the Service Writer is responsible to input data into.

**Processes I am responsible for or part of?**

- Repair process for tires, windshields, and repairs over \$500 (see the attached flowchart)
- Recall Procedure (See the attached flowchart titled "Recall Procedure")

**What quality control reports do you run? – Daily, Weekly, Monthly, Yearly**

- Work Order Report. This Report is run each Monday for the previous week's activity as shows all the work orders processed by task code, vendors, and price.

**Who backs you up when you are on vacation or sick?**

- The other Service Writer (currently, Joe Flora)